

My name is Karen Frohrib and I wear two hearing aids. I rely on my wireless phone to stay in touch with my place of employment, family and friends. I needed to try five different phones in the store before I found one that did not squeal or get staticky with my hearing aids. If I did not have the opportunity to try the phones in the store, the process of buying a phone, getting it activated, and returning it if it didn't work may have taken several weeks or even months. This practice may hurt businesses by increasing the amount of staff time needed. It also hurts people with hearing loss and everyone who communicate with us by wireless phones.